

## Private Duty Nursing Frequently Asked Questions

**What is MI AuthentiCare?** MI AuthentiCare is a toll-free telephone check-in and check-out system for in-home care providers that automatically submits electronic claims to MDCH weekly when services are provided as authorized.

**Do all PDN providers have to use MI AuthentiCare?** Yes

**Do I have to pay to use MI AuthentiCare?** No, MI AuthentiCare is a free service for providers and beneficiaries.

**What is the MI AuthentiCare toll-free phone number?** 1-877-342-5660

**When is MI AuthentiCare available?** 24-hours a day, 7 days a week

**Will MI AuthentiCare work from any telephone?** It must be from a touch-tone phone.

**What if there is no touch-tone phone?** Call your supervisor for instructions.

**What if there is no phone at all or the beneficiary refuses to let the worker use it?** Contact your supervisor as soon as feasible.

**What information should I have available before calling MI AuthentiCare?**

1. The MI AuthentiCare toll-free phone number.
2. Your worker ID number.
3. The beneficiary's Medicaid number.
4. Your supervisor's phone number in case there is a problem.

**What is my worker ID number?**

- If you work for an agency, it is one that is assigned to you by MI AuthentiCare.
- If you are an independent practitioner, it is the last 7 digits of your Medicaid Provider ID number.

Workers cannot use MI AuthentiCare without a valid Worker ID number.

**Where do providers obtain worker IDs?** Providers enter worker identification directly into the MI AuthentiCare website after they receive a PIN. Once all required worker information is entered, a worker ID is generated for each worker. Providers should keep all worker information current via this website.

**What if I forget my Worker ID number?** Call your supervisor who has a copy of your worker ID number.

**What if I make a mistake using MI AuthentiCare?**

- If the mistake is made while still on the call, you will have an opportunity to correct the information before completing the call.
- If the mistake is made after completing the check-in call but before checking out, you will have an opportunity to correct the information during the check-out call.

- If you realize the mistake after completing both the check-in and check-out calls or fail to make one or both of the calls, you must contact your supervisor.

**How does a supervisor correct a worker's mistake in MI AuthentiCare?** The supervisor generates a Record Correction (MSA-6132) form and sends it to MDCH Provider Inquiry. Provider Inquiry staff will make the necessary corrections on the MI AuthentiCare website. The provider can access the website to verify that the correction was made by MDCH.

**How do I access the MI AuthentiCare website?** It is [www.miauthenticare.govconnect.com](http://www.miauthenticare.govconnect.com)

**Why would I want to go to the MI AuthentiCare website?**

- Providers can access standard reports that contain real time (current) information on service activity for their workers and beneficiaries. These reports include
  - Claims submitted to MDCH on their behalf,
  - Incomplete or incorrect service records,
  - Open authorizations for services, and
  - Claims that have been corrected/completed by MDCH at the provider's request.
- There are links to MI AuthentiCare training materials and MDCH policy.

**Who can see a provider's reports on the MI AuthentiCare website?**

- The provider can see information about any activity for his Medicaid provider number.
- No provider can see the information of another provider.
- MDCH staff can view information based on the level of access assigned by MDCH.

**If I don't have access to the Internet, will MI AuthentiCare or MDCH send me reports on a scheduled basis?** No. Reports are only available on the website. Providers can sort and filter each report as well as view/print in PDF, Word, Excel or Text format.

**Do Private Duty Nursing services have to be prior authorized?** Yes.

**Do I have to notify MDCH of a PDN beneficiary's Third Party Liability?** Yes. Refer to Section 3 of the Michigan AutheniCare.

**Where do I get training material for MI AuthentiCare?**

The latest training materials are on the MDCH website ([www.michigan.gov/mdch](http://www.michigan.gov/mdch)) under Providers, Information for Providers, MI AuthentiCare. The MI AuthentiCare manual provides detailed information and instructions.

**Who can run MI AuthentiCare reports?** Providers designate who should have a password for running reports and updating worker information for their agency. You can have as many users as you like.

**Who do I contact for additional information?**

Questions regarding AuthentiCare should be directed to Provider Support, P. O. Box 30731, Lansing, Michigan, 48909-8231, or email at [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov). Please include your name, affiliation and phone number so that you can be contacted. You may also contact 1-800-292-2550, which is a toll-free number.